ARC Office Automation
Service Level Agreement (SLA)

FEDERAL AVIATION ADMINISTRATION

FY 2009 DRAFT

attachment 5

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1. Agreement Summary

The Aeronautical Center (AMC) has a need to provide office automation services to their internal personnel. This Service Level Agreement (SLA) outlines the duties and responsibilities of the Aeronautical Center Information Technology (IT) organizations at the Mike Monroney Aeronautical Center (MMAC) in providing those services to MMAC personnel that are assigned to the Regions and Center Operations (ARC) Line of Business (LOB) or are ARC-supported. Office automation services, including network services, which are bundled with the desktop, and described by this SLA, are composed of hardware and software acquisition recommendations, installation, maintenance, refreshment, administration, network access, customer support and relocation services.

The AMC ARC and ARC-supported IT organizations agree to work collectively in regard to planning purposes, configuration management, and security.

1.1 Service Level Agreement Contract Period

The SLA period is from October 1, 2008 until September 30, 2009. This SLA may be modified as business requirements change. AMC (ARC) management will review the SLA annually to determine if modifications are needed. In the absence of the completion of a review, the current SLA will remain in effect.

1.2 Office of Primary Responsibility

Role: *<Customer Information>*
Responsibilities:
Name: **Phone #:**
Address:

Signature **Date**

1.3 Customer

Role: POC
Responsibilities:
Name: **Phone #:**
Address:

Signature **Date**

1.4 Provider <*PROVIDER ORG*>

Role: Manager
Responsibilities:
Name: **Phone #:**
Address:

Signature **Date**

2. Definitions of Key Terms

Change Request (CR) – The addition, modification or removal of approved, supported, or baselined hardware, network, software, application, environment, system, desktop build or associated documentation.

Customer Service Center (CSC) – Level 1 of IT CSC Support - The single point of contact within the IT organization for users of IT services. Responsible for answering calls and gathering pertinent information about the call. They handle repetitive issues, simple quick resolving calls, such as "How Do I?" questions, password issues and simple procedural questions about desktop software applications. They use defined processes for escalating events to a higher-level process, which is more focused on a specific issue. They typically spend less than five minutes on the phone with the customer but may spend a longer amount of time, up to 15 minutes, if the CSC Agent feels the issue can be resolved at that level. They may use tools such as knowledge bases and may employ remote control processes to fix a customer's issue.

Escalation Time – Upon receipt of a CSC call or IT service request, the CSC Agent is expected to make a decision whether to escalate the call within a certain period of time, depending on the call's priority level.

Event – Trouble or request ticket.

First Call Resolution (FCR) – An event that is resolved by the CSC and did not require escalation to a Level 2 service department.

Incident – Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.

IT – Information Technology.

ITIL – The Information Technology Infrastructure Library is a set of concepts and techniques for managing information technology (IT) infrastructure, development, and operations.

CSC Response Time – The time between when an event is received via email or voicemail and the event is logged or the customer is called.

Level 2 of IT Support - Provide functional or technical expertise, addressing issues that are too complex, or time consuming, to be resolved by CSC. Issues addressed may include, but are not limited to, hardware issue, network issue, and complex operating system issues. Level 2 technician may also visit the desktop and work face-to-face with a customer. Examples of issues normally handled by Level 2 technicians are: granting access to shares, equipment failures, system boot issues, issues within the operating system, complex email issues (normally handled by Email Teams), and provisioning/de-provisioning of users.

Level 2 Response Time - The response time is defined as the time between when the event is received by technical support and the first contact with the user. If a member of the Level 2 support staff is stopped, or approached at any time to stop and work an event which has not been reported to CSC, the call will have been considered as responded to according to this agreement. However, the resolution time will not start until the event is logged either by CSC or Level 2.

Level 3 of IT Support - Experts on specific applications or systems, including specialized CSC or vendor support. Level 3 events would be calls that are escalated to Microsoft, Cisco, Hardware Vendors, NexGen Operations Support, or other authorized external support providers.

POC – Point Of Contact.

Remote Administration – The ability to remotely take control of a customer's desktop system to fix an issue via FAA approved software package.

Resolution – The satisfactory completion of the customer's service request. In most cases it will involve hardware/software/network/equipment being returned to working status. Resolution may involve the use of workarounds and may not actually resolve the root cause of the issue due to manufacturing issues in the software (e.g. bugs, agency waiting on new releases). In the case of a work-around, the event may be closed with the approval of the customer.

Resolution Time – The time it takes to solve the issue, or install the needed hardware or software.

SLA – Service Level Agreement – The written agreement between a service provider and the customer(s) that documents agreed service levels for a service.

Work-Around – A temporary or alternative solution to the current issue such as utilizing a different computer to perform work or utilizing a software product in a manner that is different than what the customer may be familiar with until the root cause of the issue is resolved.

3. Overview

Goal:

The goal of Office of Information Technology CSC and Office Automation Support Team is to provide high quality and cost effective office automation support and value-added solutions for total customer satisfaction.

Objectives:

1. To resolve many of the customers' IT issues on the first call; to effectively escalate issues to in-house skilled technicians, or to solicit timely vendor support when needed.
2. To maintain performance metrics on all IT issues logged and resolved.
3. A knowledge database will be continually updated to include solutions and work-arounds using the details and actions documented in the Service Desk management tool. This will also aid in reducing future response and resolution time as well as labor cost.
4. To provide a consistent level of support for ARC and ARC-supported customers at the MMAC.

Method for Requesting Services:

Phone: 405-954-3000 or 1-866-641-3500 if calling from a non-government facility outside of the Oklahoma City local calling area.

Email: 9-NATL-CSC-Customer-Support-Center@faa.gov.

Emails resulting from the use of the PC Help Desk website at http://pchelpdesk.amc.faa.gov.

Business Hours:

CSC Support Hours: 24x7x365.
Level 2 Office Automation Support business hours, including email: 6:00 AM – 6:00 PM Central Time, Monday – Friday, except federal holidays.
Minimal PC support is available outside the support hours stated above through the CSC.

After Hours Support/Holidays:

Organizations must provide a list by either major function, or by user, of those personnel that need after hours support or holiday support. Additional funding may be required.

If after hours support is required, customers call 405-954-3000 or 1-866-641-3500 if calling from a non-government facility outside of the Oklahoma City local calling area. CSC personnel will attempt to resolve or they will initiate a call to the designated office automation support personnel when deemed necessary as defined by customer requirements. The CSC retains call-back lists of personnel, phone, and pager numbers as provided by the Level 2 support departments.

Seasonal Support Requirements

Customers that require seasonal support requirements shall identify those requirements. Example: Support for year-end closing of accounting. Additional funding may be required.

4. Priority Levels and Performance Metrics

The following table identifies the priorities and performance metrics for the services covered under this agreement. Time is specified in terms of business days and hours – not weekend or overtime hours.

Priority	Customer Impact	CSC Ticket Process Time	Response to Customer by Level 2 after escalation	Resolution Time
Critical	• Office/Unit Impacted (Complete work stoppage) • Critical Service Request	15 Min.	15 Min.	4 Business Hrs. Resources will be assigned to resolve the issue as soon as possible.
High	• Individual Impacted (Inability to perform job) • Important Service Request	15 Min.	1 Hr.	4 Business Hrs.
Normal	• Low/No Impact (Able to perform work functions) • Non-critical Service Request	15 Min.	1 Hr.	24 Business Hrs.
Simple Request	• New Software Install • Simple changes that do not require a Change Process.	15 Min.	1 Hr.	60 Business Hrs.
Request	• New Service, PC Setup, New Employee Setup (Examples, not limited to...) • Non-critical service request customer specified	15 Min.	1 Hr.	360 Business Hrs.
Project	• Long-term project change	15 Min	1 Hr.	9360 Business Hrs.

Metric	**Performance Criteria**
Service Response	All calls will be responded to. Respond to 95% of service requests within the specified time frame shown in the preceding table.
Service Resolution	All service requests should be resolved. Resolve 85% of service requests within the specified time frame shown in the preceding table.

Escalation of a service request is the act of calling upon the next higher level of support for action on the request, from CSC to Level 2. A CSC Technician may escalate a call to a higher level of support in a number of circumstances that may include:

- Allowed resolution time for support provided by a given level has been exceeded.

- Insufficient access rights to resolve the issue.
- The issue requires a higher technical level.
- Initial issue diagnostic efforts indicate a need for more expertise.

4.1 Guidelines for Performance Measuring

All times are based on a customer's normal business hours.

- Performance metrics will be reported monthly.
- Critical situations such as a destructive virus or security threat requiring immediate attention may suspend normal response/resolution times.
- Capability of remote administration is a requirement for every computer in order to better serve customers by expediting service delivery and attempting to resolve issues in the shortest time possible.
- Meet with customer on a regularly scheduled basis, at least annually but more often if needed, to assure compliance with this SLA.
- Report results of customer satisfaction surveys.
- Report results of SLA response and resolution metrics.

4.2 Customer Satisfaction

Customer satisfaction shall be measured using industry-accepted practices based on a statistical approach specified by the CSC organization and acceptable to the customer, or the parent organization. Satisfactory methods include random customer surveys. The satisfaction metric will measure the customer's determination of the accuracy, completeness, consistency, effectiveness, timeliness, and overall quality of the service provided by the Service organization. The primary measure is the percent of respondents who choose a score above "average," or above the mid-point on a numeric scale. For purposes of determining acceptable levels of CSC and Level 2 performance, the Aeronautical Center seeks to maintain customer satisfaction at, or above, 92%.

5. Services

The following tables outline information for the deliverables and identify their priorities.

5.1 Office Automation Services

Basic Office Automation services are provided by several teams to include the CSC and the following Level 2 Service Departments: Remote Administrators, Desktop Technicians, Network Administrators, Safeboot Administrators, and Hardware Technicians.

Basic Office Automation and Network Services		Priority
Incidents	Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.	Normal
	Event that affects productivity of an individual and no work-around is available.	High
	Event that affects the productivity of an entire office or work center and no work-around is available.	Critical
	How-to questions and general assistance	Normal
Change Request (work to be performed by one team)	A request for new software install, software removal or change in a specific software package.	Simple Request
Change Request (work to be performed by several teams)	New Employee Setup, New computer/laptop setup.	Request

5.2 Network Infrastructure Services

Network Infrastructure service department provides services that include but are not limited to network connectivity, firewall services, and Internet support and services.

Network Infrastructure Services and Support		Priority
Network Infrastructure Incidents and Changes	Routers and Switches Problems & Troubleshooting	Critical
	Firewall & Security services	Critical
	Firewall Rule Changes	Normal
	Install Routers and Switches	High
	Internet Access	High
	Multicast configuration & performance tuning	Normal
	IP assignment/administration	Normal
	Internet Filtering	High
	Generic Network Issues	Normal
	Academy Classroom	Critical

5.3 Email, Instant Messaging, Online Meeting, and Scheduling Services

Email services are provided by the ARC Virtual Messaging Administration Team (VMAT) and are provided within the timelines as stated in the VMAT Service Level Agreement, version7.0, as shown below:

Priority	**Customer Impact**	**Response Time**	**Resolution Time**
Critical	Office/Unit Impact (Complete work stoppage)	15 minutes	4 business hours
Important	Individual Impacted (Inability to perform job)	30 minutes	8 business hours
Non-critical	Low/No Impact (Able to perform work functions)	1 hour	16 business hours
Request	New Service, Schedule/Planned Work	1 hour	As Scheduled / 900 hours

5.4 Security Services

Security Services		**Priority**
Security – virus infections	Virus Infections that are prevalent across the organization take priority over other calls	Critical
Systems Security	Pushing of virus definitions Updating of Agency/LOB virus protection software as available. Software update services for patches and hot fixes Updates to Web filtering systems as needed	High

5.5 Consulting Services

Consulting Services		**Priority**
Consulting Services	Updating technology	As required
	Implementation of new national or local systems	As required

5.6 Software and Hardware Supported

The CSC and Office Automation Support Team focuses on supporting standardized IT equipment that complies with available FAA IT standards, such as the Desktop Standard. The following list of software is basic the initial standard configuration:

- Windows XP.
- Microsoft Office 2003.
- Email and collaborative software (Lotus Notes and SameTime).
- Virus protection software (ETrust Antivirus).
- Internet Explorer (IE v.6).
- SMS 2003.
- CounterSpy.
- Adobe Reader.
- SafeBoot (laptops only, nonstandard for desktops).

The service provider will support other standard software as approved by the FAA and ARC IT Investment Council.

Legacy software currently supported by the Office Automation Support Team will continue to be supported unless circumstances such as security issues, licensing, incompatibility with mandated hardware or software, or other issues to be determined deem it necessary to remove the software and discontinue the provided support for the software product.

5.7 Specialized Applications Supported

The owning organization(s) of specialized FAA approved software will provide system maintenance and support for those systems. The organization will coordinate with Office Automation Support for testing the compatibility of the specialized software with the current infrastructure and computer configurations.

The owning/supporting organization will provide to the CSC a current list of support individuals, their phone numbers, and emergency contact numbers for after-hours support if required. Updates to this list will be provided, at a minimum, annually and on an as-needed basis as changes occur. These contact lists will allow the CSC to contact the proper support personnel if issues with the specialized application systems should occur.

5.8 Critical Outage Priorities

The following are identified as mission critical operations for the customer organization:

- AMA classrooms.
- Customer Care or Customer Service Centers.
- Year-end processing in certain circumstances.

5.9 Exceptions

Exceptions to the SLA include but are not limited to unplanned power outages, service provider outages, or system outages beyond the control of the AMC provider organization.

5.10 Service Request Tracking Procedures

All events received via phone, email, as a result of utilizing the pc help desk website, http://pchelpdesk.amc.faa.gov, or other methods will be logged in to a CSC management software tool and either resolved or escalated to the appropriate service department.

6. Roles and Responsibilities

Roles and responsibilities for the AMC customer and provider organizations are outlined below.

6.1 Provider Organization Management Responsibilities

- Assist in developing requirements for updating technology.
- Assist in project planning for software or hardware upgrades.
- Assist in budget proposals.

- As it becomes available, support the installation of automated software distribution functions.
- Coordinate software and hardware upgrades to ensure supportability, configuration management and security.
- Identify special projects such as year-end computer purchases.
- Follow all security policies and strategies developed by DOT and/or FAA.
- Monitor the progress of all open events to ensure adequate resolution and response time.
- Maintain adequate resources to maintain targeted support.
- Coordinate Change Management with customer Change Control Board.
- Maintain and report actual performance against the targets and goals identified in this SLA.

6.2 Provider Organization Responsibilities

The provider organization consists of two levels of internal support. Level 1 is the CSC and Level 2 consists of several support departments that provide Office Automation Support for ARC and ARC-supported personnel and equipment at the MMAC.

Level 1 Support - CSC
AMI-900 CSC Responsibilities:

- Provide an Automated Call Distribution (ACD) telephone system.
- Monitor voice mail and email and respond to the customers.
- Will be the first point of contact for the users at 405-954-3000, toll free at 866-641-3500 or via email at 9-natl-csc-customer-support-center@faa.gov.
- Will ensure an event in the current CSC management tool will be created for every incoming caller.
- Will respond to (not necessarily resolve) voice messages and email within 1 hour (this is due to the possibility of high number of messages first thing each morning).
- Will attempt to resolve every call utilizing the knowledge database documentation provided by the customer.
- If CSC is unable to resolve the issue, the event will be escalated to the appropriate service support team.
- If CSC resolves an event, they will close the event.
- Will monitor all close pending actions, ensure customer satisfaction by reviewing the documentation from accountable service departments, and close the event(s).
- Will conduct a daily turn over meeting between the early and late shifts.
- Will provide standard monthly reports to appropriate management and/or points-of-contact.
- Shall review the verbiage located on any web sites that reference CSC and provide feedback before it is published.
- Will work jointly with customers to develop the business rules, when applicable.
- Will respond appropriately, when notified, to customers during system outages (scheduled or unscheduled).
- CSC Customer Survey system will distribute surveys to end-users and provide survey statistic reports to appropriate ARC management.
- Retains knowledge documentation listing support call-back lists of personnel, phone, and pager numbers as provided by the Level 2 support departments.
- Comply with all FAA security policies.

Level 2 Support:

Level 2 consists of several teams that may work together to resolve and issue or fulfill a service request. All Level 2 support personnel will follow the following guidelines when working an issue:

- Log actions/activity to all service request events in the call tracking database.
- Comply will all FAA and DOT security policies and procedures.
- Make every reasonable effort to contact the customer within the stated response times.
- Make every reasonable effort to resolve the issue or fulfill the request within the stated resolution times.
- If a request can not be fulfilled due to security or other policies, the customer will be notified with the reason(s) why the request can not be fulfilled and alternative solutions may be discussed, if any are available.
- If the customer is unavailable for an extended period of time on an open event, the Level 2 service department will follow the following procedures:
    - The initial Level 2 service department will attempt to contact the customer within the stated response time.
    - If the customer is not reachable/available, the Level 2 service department will attempt to contact the customer again on the same date with the time and workload permitting. Each time the customer is not available, a voicemail is left for the customer to contact the responding service department.
    - If the customer is still unreachable, two more attempts will be made to contact the customer over the following four workdays. A total of at least three attempts within a five-day period total.
    - If the customer is still unreachable, an email will be sent to the customer stating that attempts to reach him/her have been unsuccessful and the event is being closed. If the customer is still experiencing the issue, the customer is encouraged to call the CSC and open a new event to resolve the issue.
    - During circumstances when the customer is not available to work the issue during this process but has made arrangements with the service technician to have the work completed at another scheduled time may result in the event remaining open to be worked at the agreed-upon date/time.

Level 2 Remote Administrators:

- Attempt to resolve the issue if the issue can be resolved via remote control or by talking the customer through the fix.
- Follow-up with customers after computer setups.
- Escalate the issue to another service department if the issue is not resolvable by a remote administrator either due to inability to connect remotely, the issue is not within the realm of remote administrator permissions, or the issue is hardware or network related.

Level 2 Desktop, Hardware, and Safeboot Technicians:

- A desktop, Safeboot, or hardware technician may attempt to resolve an issue if the issue can be resolved via remote control or by talking the customer through the fix. If that is not possible, the technician will go on-site to resolve the issue.
- Performs all computer equipment setups.
- Works with the customer to procure warranty replacement items required to repair computing equipment.

Level 2 Network/System Administrators:

The Systems Administration Team provides network account management, file, print, and network scanning services for ARC and ARC-supported organizations at the MMAC. These services include but are not limited to the addition, deletion, maintenance, and security of:

- Network accounts.
- Network file shares.
- Print shares.
- Network scanning accounts.
- Network scanning shares.

The Systems Administration Team also:

- Maintains the systems management product.
- Provides data backup and restore services for the data that is maintained on the servers.

Level 2 Network Infrastructure Team:

- Check logs for all backbone routers/switches and report suspicious activity.
- Ensure optimal network performance by installation and proper integration of new and upgraded software and hardware.
- Work closely with the FAA Wide Area Network (WAN) network provider to implement cohesive enterprise network services, including, integrated WAN and Local Area Network (LAN) control plane configurations, default routing, end-to-end quality of service, and Layer 2 & 3.
- Maintain asset tracking and configuration control of all enterprise devices, maintain separation of duties, configuration creator and approver capabilities may be impacted by limitations of available products deployed.
- Assist local support with initial device setup and provide initial configurations, and to migrate existing devices into the enterprise infrastructure by realigning current configurations and software versions.
- Maintain Internet Protocol (IP) address allocation database for all backbone subnets, possibly leverage the Dynamic Host Configuration Protocol (DHCP) logging database used by Active Directory (AD).
- Provide technical support for all routing and switching devices.
- Standardize all wireless and Voice over IP (VoIP) deployments to assure enterprise configuration control.
- Establish and maintain a standardized Internet Filtering policy. Enforced by BlueCoat Internet Filtering Engines.
- Provide multicast configuration and performance tuning for video services. Keep abreast of the latest software service releases and hardware service packs. Install these releases and updates in conformance with policies and procedures.
- Develop and maintain an electronic technical support library that includes standard configuration profiles, port level configuration, documented procedures for operation and administration of the networks, technical notes regarding automation issues, drivers for various peripherals, and any peculiar or nonstandard automation configurations or requirements.
- Establish a preventive maintenance cycle for all supported routers and switches.
- Deploy all required patches and software updates to supported/owned equipment.

- Provide notice of Emergency Network Maintenance to Customer as soon as practicable under the circumstances.
- Establish and maintain network security via firewalls, Intrusion Detection Systems (IDS), and working with the Cyber Security Management Center (CSMC).
- Provide customer at least seven (7) calendar days advance notice of Scheduled Network Maintenance activity which has a high likelihood of impairing customer's service. If the Scheduled Network Maintenance is canceled or delayed, AMI-400 shall promptly notify customer and shall comply with the provisions of this Section to reschedule any delayed maintenance activity.

Level 2 Dell Blanket Purchase Agreement (BPA) Office:

- Consult on IT Purchases and hardware configurations.
- Manage the Dell BPA Contract.
- Develop IT acquisition contracts.
- Enhance desktop standardization.

6.3 Individual Customer Responsibilities

- When reporting an issue or requesting service, the individual customer shall provide the following:
  - Name, location and phone number.
  - The barcode number of the affected computing equipment.
  - A detailed description of the issue/request.
  - An assessment of the severity of the issue or issue.
  - Indicate if alternative computer resources are available (work-around).
  - Reasonable availability within the user's schedule to allow time for the technician to resolve the issue.
- Utilize the service request web forms on the pc help desk website (http://pchelpdesk.amc.faa.gov) for the services which have a request web form. Management approval, via email, shall accompany the request web form. The completed web form shall be sent to 9-NATL-Customer-Support-Center@faa.gov by the approving manager.
- Comply with all FAA security policies.

6.4 Individual Customer Self-Help Responsibilities

Individual users are encouraged to utilize software self-help and web-based capabilities, internal or external to the organization, for resolving simple issues.

6.5 Oversight Responsibilities

Any discrepancies concerning the interpretation of the SLA will be referred to the Office of Information Technology Office Automation Support, AMI-600.

7. Funding

As applicable.
Intra-agency agreement will be reviewed on an annual basis. Services provided outside of this agreement will be summarized with cost estimates as required.

8. Disaster Recovery

Due to the individuality and unique requirements of each servicing organization, these organizations maintain their specific disaster recovery plans and recovery processes. These disaster recovery plans are available upon request.